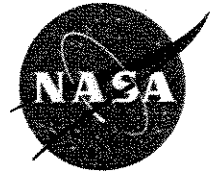


National Aeronautics and Space Administration  
George C. Marshall Space Flight Center  
Marshall Space Flight Center, AL 35812



July 5, 2007

Reply to Attn of: DA01

TO: Center Workforce  
FROM: DA01/David A. King  
SUBJECT: Conflict Management Initiative Pilot

I am pleased to announce that Marshall Space Flight Center will be participating in the pilot program of a new Agency-wide effort, the Conflict Management Initiative (CMI). Sponsored by the Agency's Office of Diversity and Equal Opportunity (ODEO), this program seeks to establish an enhanced model for how we confront and address workplace conflict, both individually and as an organization.

CMI will provide managers, employees and organizations with new tools and training to work toward early and effective resolution of conflict through enhanced communication and conflict resolution skills. This will help the Agency in managing overall institutional risk to mission success. The program may also help reduce Agency and Center-level administrative costs and loss of productivity associated with formal complaint processes.

The CMI program will begin at Marshall on July 17, with a two-day needs assessment including employee focus groups and interviews with Center management. The needs assessment will be followed by a one-day conflict management training session for all program participants to be held in September. Participants in the pilot program will be individually notified.

Marshall is one of three centers participating in the CMI pilot, joining Glenn Research Center and Johnson Space Center. After evaluation and adjustments are made to the pilot program, CMI will be conducted at Headquarters and all NASA Centers between 2008-2010. For more information on this program, please contact Phyllis Olinger, 544-0022, of the Marshall CMI advisory team.

I am confident that this promising new initiative will help Marshall to sustain the highest standards of excellence, integrity and teamwork. I appreciate your support and, if selected, your participation in the pilot at Marshall.

A handwritten signature in black ink, appearing to read "DAK", with a long horizontal line extending to the right.

David A. King  
Director

Distribution:  
SDL5